

St. Columba's Care Home Care Home Service

1 Logie Street
Dundee
DD2 2QF

Telephone: 01382 668854

Type of inspection: Unannounced
Inspection completed on: 15 December 2016

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Care service number:
CS2011303629

About the service

St Columba's Care Home has been registered with the Care Inspectorate since November 2011 to provide a care home service for 54 older people. The care home service is provided by the Priority Care Group Limited.

The care home mainly provides long-term care, although respite or short term breaks can also take place. There are 54 beds for people requiring nursing and non-nursing care on the upper three floors of the home. The ground floor of the home no longer provides accommodation but has been converted into 'the street' comprising of a library, old fashioned sweet shop, a bar, a hair dressers, a cinema and a tea room.

The care home was purpose built and is suitable for people who use wheelchairs. All bedrooms are for single use with en suite facilities. There is also a secluded and enclosed garden area which provides residents with a safe space in which to enjoy fresh air.

What people told us

We received six questionnaires that had been completed by relatives and returned to us. All those who replied indicated a high level of satisfaction with the quality of service provided.

Comments included the following;

'The staff are brilliant, friendly. They make phone contact when (relatives) health has deteriorated. I have no concerns about the home. Plenty of entertainment etc.

Both my relatives are resident and treated with dignity. Myself and my husband always get a friendly welcome when visiting'.

'My (relative) has been a resident at the care home for several years and I am extremely happy with the care and support my (relative) receives from the care staff. I know from the expression on my (relatives) face, that when the care staff talk to her, hold her hand, that my (relative) feels safe, which is a comfort for me knowing that she feels safe and is happy which makes it easy for me to walk away at the end of my visit and look forward to my next visit. My (relative) solely relies on the care staff assisting her with daily activities, eating/drinking, bathing and dressing. The care staff know my (relatives) likes and dislikes so well and are very attentive and caring and are aware when my (relative) is having an 'off day' and needs to get rest'

'From a resource point of view, I find that the care staff are extremely supportive, helpful, friendly and always there to take time to listen to any concerns that I may have in the wellbeing of my (relative) and also take an interest in my wellbeing. I am always kept up to date with my (relatives) health where the care staff contact me if necessary. I would have no hesitation in recommending this care home'.

Some of the people who use the service told us:

'The staff are very supportive and understanding to my needs. They are very friendly'.

'I have no complaints, staff are very caring and smile'

'There is always something going on, entertainment or a trip out for coffee. I love the cinema room to watch the old movies'.

Self assessment

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The service demonstrated a very good level of performance in relation to the quality themes that we inspected against.

We examined a sample of personal plans, medication administration records, observed care practices, spoke with people who used the service and some visitors. We also spoke with some staff.

The personal plans that we looked at confirmed the level of support each person required had been fully discussed and agreed with them and/or their relative where appropriate. Frequent assessments and evaluations informed the personal plans which were seen to be reviewed and updated regularly as and when required. Personal plans varied in terms of the level of detail recorded. Detailed plans ensured staff could provide appropriate responsive care while recognising each individual's choice and preferences. Entries in personal planning documentation demonstrated that the service had very good links with external healthcare professionals, such as GPs, dietician and community mental health teams, to promote good health for people who used the service.

People who used the service and their relatives felt very involved in how the service was run. The manager and staff team were very good at creating opportunities such as a regular 'come dine with me' sessions to make new choices for additions to the menu. Photographs of these sessions along with a written narrative provided a valuable insight into how much these sessions were enjoyed. A 'wish tree' had also been introduced as a way in which individuals could 'make a wish' for something that they wanted to buy or experience, such as a trip to a memorable place or experience something like a 'McDonalds Meal'.

The service practiced safer recruitment. This was identified through reading a sample of staff personnel files. All staff, where required, were registered with Scottish Social Services Council, the regulator for the Social Service workforce in Scotland.

Staff files sampled provided very good evidence of staff having regular supervision meetings. Supervision meetings provided staff with the opportunity to reflect on their practice and to identify any further training or support needs.

Observations carried out during our unannounced visits highlighted the very warm and caring approach of staff who were respectful in how they supported people who used the service. We were also impressed with the preparatory work that had been carried out by the manager in relation to the Dementia Focus Areas that some services were being inspected against. Although St Columba's was not one of these services, the manager and staff team should be commended for the work that they had done.

What the service could do better

Examination of medication administration records highlighted a need for the service to review blood sugar testing for people who have type 2 Diabetes. We signposted the manager to National SIGN guidelines and the Local NHS Tayside Policy for advice and further information.

We also asked the manager to give some consideration to reviewing the restraint risk assessments that were in place to ensure that the least restrictive measure was in place. The current documents that were in place within personal plans did not make this clear enough.

The manager told us that she had given consideration to the introduction of the 'Promoting Excellence' framework along with the development of some staff to become 'Dementia Ambassadors'. She acknowledged that further work was required in this area before deciding what was best for people who used the service and the staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
7 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
10 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 6 - Excellent
11 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 6 - Excellent
13 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
9 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.